

REQUEST FOR PROPOSAL



Department of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY Relay: 711

DATE ADVERTISED: **November 4, 2004**

RFP Title: **Telephone Headset Equipment/Services**

Requesting Dept./ Div.: **King County Department of Executive Services – ITS Division**

RFP Number: **168-04CMB**

Due Date: **November 30, 2004 – no later than 2:00 P.M.**

Buyer: **Cathy M. Betts, cathy.betts@metrokc.gov, (206) 263-4267**

There will be no pre-proposal for this RFP.

Sealed Proposals are hereby solicited and will **ONLY** be received by

**King County Procurement Services Section
Exchange Building, 8th Floor
821 Second Avenue
Seattle, WA 98104-1598**

Office Hours - 8:00 a.m. - 5:00 p.m.
Monday - Friday

SUBMITTERS MUST COMPLETE AND SIGN THE FORM BELOW (TYPE OR PRINT)

Company Name		
Address		City/State/Zip Code
Signature	Authorized Representative / Title	
E-mail	Phone	Fax

This Request for Proposal will be provided in alternative formats such as Braille, large print, audio cassette or computer disk for individuals with disabilities upon request.

Sealed proposals are hereby solicited and will be received only at the office of the King County Procurement Services Section at 821 Second Avenue, 8th Floor, Seattle, Washington, 98104 no later than 2 p.m. on the date noted above regarding *Telephone Headset Equipment/Services* for the *King County Department of Executive Administration – ITS Division*. These services shall be provided to King County in accordance with the following and the attached instructions, requirements, and specifications.

Submittal: King County requires the Proposer to sign and return *this entire Request for Proposal (RFP) document*. The Proposer shall provide *one unbound original and four (4) copies* of the proposal response, data or attachments offered, for *five (5) items* total. The original in both cases shall be noted or stamped "Original".

Questions: Proposers will be required to submit any questions in writing prior to the close of business Tuesday, November 16, 2004 in order for staff to prepare any response required to be answered by Addendum. Questions are best received and most quickly responded to when sent via e-mail directly to the following King County procurement personnel: *Primary* – Cathy Betts, Buyer cathy.betts@metrokc.gov / *Secondary* – Roy L. Dodman, Senior Buyer roy.dodman@metrokc.gov. Questions may also be sent via fax or mail to the address above.

SECTION I – GENERAL INFORMATION

- A. King County is an Equal Opportunity Employer and does not discriminate against individuals or firms because of their race, color, creed, marital status, religion, age, sex, national origin, sexual orientation, or the presence of any mental, physical or sensory handicap in an otherwise qualified handicapped person.
- B. All submitted proposals and evaluation materials become public information and may be reviewed by appointment by anyone requesting to do so *at the conclusion* of the evaluation, negotiation, and award process. This process is concluded when a signed contract is completed between King County and the selected Contractor. Please note that if an interested party requests copies of submitted documents or evaluation materials, a standard King County copying charge per page must be received prior to processing the copies. King County *will not* make available photocopies of pre-printed brochures, catalogs, tear sheets or audio-visual materials that are submitted as support documents with a proposal. Those materials will be available for review at King County Procurement.
- C. No other distribution of proposals will be made by the Proposers prior to any public disclosure regarding the RFP, the proposal or any subsequent awards without written approval by King County. For this RFP all proposals received by King County shall remain valid for ninety (90) days from the date of submittal. All proposals received in response to this RFP will be retained.
- D. Proposals shall be prepared simply and economically, providing a straightforward and concise but complete and detailed description of the Proposer's abilities to meet the requirements of this RFP. Fancy bindings, colored displays and promotional materials are not desired. Emphasis shall be on completeness of content.
- E. King County reserves the right to reject any or all proposals that are deemed not responsive to its needs.
- F. In the event it becomes necessary to revise any part of this RFP, addenda shall be created and posted at the King County Procurement web site. Addenda will also be conveyed to those potential submitters providing an accurate e-mail address. If desired, a hard copy of any addenda may be provided upon request.
- G. King County is not liable for any cost incurred by the Proposer prior to issuing the contract.
- H. A contract may be negotiated with the Proposer whose proposal would be most advantageous to King County in the opinion of the King County Department of Executive Administration, all factors considered. King County reserves the right to reject any or all proposals submitted.
- I. It is proposed that if a selection is made as a result of this RFP, a contract with a fixed price/prices will be negotiated. Negotiations may be undertaken with the Proposer who is considered to be the most suitable for the work. This RFP is primarily designed to identify the most qualified firm. Price and schedule will be negotiated with the "first choice" Proposer; negotiations may be instituted with the second choice and subsequent Proposer until the project is canceled or an acceptable contract is executed.

- J. This RFP shall be available for use by all King County Departments, Divisions and Agencies. If orders will be placed by the County's Transit Division, the Contractor will be required to sign and comply with the Federal Transit Administration's (FTA)'s required documentation.
- K. The contents of the proposal of the selected Proposer shall become contractual obligations if a contract ensues. Failure of the Proposer to accept these obligations may result in cancellation of their selection.
- L. A contract between the Contractor and King County shall include all documents mutually entered into specifically including the contract instrument, the RFP, and the response to the RFP. The contract must include, and be consistent with, the specifications and provisions stated in the RFP.
- M. News releases pertaining to this RFP, the services, or the project to which it relates, shall not be made without prior approval by, and then only in coordination with, the King County Department of Executive Services.
- N. King County Code 4.16.025 prohibits the acceptance of any proposal after the time and date specified on the Request for Proposal. There shall be no exceptions to this requirement.
- O. King County agencies' staffs are prohibited from speaking with potential Proposers about the project during the solicitation.

Please direct all questions to:

Cathy M. Betts / Buyer
(206) 263-4267
cathy.betts@metrokc.gov

or Roy L. Dodman / Senior Buyer
(206) 263-4266
roy.dodman@metrokc.gov

NOTE: Documents and other information is available in alternate formats for individuals with disabilities upon advance request by calling Mary Lou Allwine at 206-296-4210 or TTY711.

- P. Protest Procedure - King County has a process in place for receiving protests based upon either proposals or contract awards. If you would like to receive or review a copy, please contact the Buyer named on the front page of this document or call Procurement Services at 206-684-1681.
- Q. Term Service Requirement
If a contract is awarded based on this RFP, it may contain the following provision:

Contract Extension

The initial contract period will be for one (1) year from the start date of the contract. The term of the contract may be extended in one (1) year increments for two (2) additional one-year periods for a total contract duration of three (3) years, in accordance with the County's best interest and at the sole option of the County. Prices shall remain firm for the duration of the contract period. Reasonable price changes based on market conditions and price/cost analysis *may* be requested, if such escalations are based on changes in the U.S. Department of Labor, Bureau of Labor Statistics Consumer Price Index for All Urban Consumers ("CPI-U") for the Seattle-Tacoma-Bremerton Statistical Metropolitan Area for the preceding calendar year. You may obtain information about the CPI-U in general and the Seattle area in particular by visiting the United States Bureau of Labor Statistics web site at <http://www.bls.gov/cpi/>. In the event the CPI-U (or a successor or substitute index) is no longer published, a reliable government or other non-partisan index of inflation selected by the County shall be used to calculate any adjusted amounts. Requests for any such changes are to be made in writing to the King County Department of Executive Administration, and approved by the County Executive or his/her designee. Any agreed-to change shall take effect at the time of the contract extension and shall remain in effect throughout the extension period. The parties hereto recognize that such changes could be increases or decreases in the prices; both parties are entitled to benefit from such price changes.

- R. Electronic Commerce and Correspondence. King County is committed to reducing costs and facilitating quicker communication to the community by using electronic means to convey information. As such, most Invitations to Bid and Requests for Proposal, as well as related exhibits, appendices, and issued addenda can be found on the King County Internet Web Site, located at

<http://www.metrokc.gov/finance/procurement>. Please refer to the “RFPs, RFQs & ITBs / New / Goods & Services” portion of the site (note: some documents or portions thereof may not be posted on the site. Please note any special messages regarding a particular solicitation). This information is posted at the Web Site as a *convenience* to the public, and is not intended to replace the King County process of formally requesting bid documents and providing the County with contact information for the potential proposer. Each proposer bears the responsibility to confirm the completeness and accuracy of all documents pertaining to a given solicitation, including the receipt of all issued addenda.

If a proposer downloads a document from the Web Site and does not contact the Procurement Office to obtain a hard copy, the proposer *must* use the “Feedback” (Envelope) button at the bottom of the Web page to convey the proposer’s company name, contact name, mailing address, and phone/fax number to the County. Please note which document/documents were downloaded.

After proposals have been opened in public, the County will post a listing of the Contractors submitting proposals at the King County Internet site. Please refer to the “RFPs, RFQs & ITBs / Awarded / Goods & Services” portion of the site for a listing, as well as a notification of a final award.

Unless otherwise requested, letters and other transmittals pertaining to this RFP will be issued to the e-mail address noted in our files, and after submittal, noted on the first page of this document. If other personnel should be contacted via e-mail in the evaluation of this proposal, or to be notified of evaluation results, please complete the information in the table below.

Contact Name	Title	Phone	E-mail address

- S. Washington State Public Disclosure Act (RCW 42.17) requires public agencies in Washington to promptly make public records available for inspection and copying unless they fall within the specified exemptions contained in the Act, or are otherwise privileged.
- T. Proposals submitted under this RFP shall be considered public documents and with limited exceptions proposals that are recommended for contract award will be available for inspection and copying by the public.

If a Proposer considers any portion of his/her proposal to be protected under the law, the Proposer shall clearly identify on the page(s) affected such words as “CONFIDENTIAL,” “PROPRIETARY” or “BUSINESS SECRET.” The Proposer shall also use the descriptions above in the following table to identify the effected page number(s) and location(s) of any material to be considered as confidential (attach additional sheets as necessary). If a request is made for disclosure of such portion, the County will determine whether the material should be made available under the law. If the material is not exempt from public disclosure law, the County will notify the Proposer of the request and allow the Proposer ten (10) days to take whatever action it deems necessary to protect its interests. If the Proposer fails or neglects to take such action within said period, the County will release the portion of the Proposal deemed subject to disclosure. By submitting a Proposal, the Proposer assents to the procedure outlined in this paragraph and shall have no claim against the County on account of actions taken under such procedure.

Type of exemption	Beginning Page / Location	Ending Page / Location

- U. Proposers are urged to use recycled/recyclable products and both sides of paper for printed and photocopied materials, whenever practicable, in preparing responses to this RFP.
- V. Bid Identification Label: Please see the Bid Identification Label on the last page of this document.

SECTION II – PROJECT SPECIFICATIONS AND SCOPE OF WORK.

PART 1 - SCOPE OF WORK

The King County Information and Telecommunications Services Division seeks a qualified Vendor to provide headsets and ancillary equipment. In addition to providing this equipment, the scope of work for this RFP includes:

- Technical support at no additional charge for headsets and related equipment and accessories, whether or not the equipment was purchased from this Vendor.
- Support includes but will not be limited to: diagnosis of problems for repair, training, communication with individual customers and agencies to provide consultation and business needs analyses and on-site visits for training and technical support as needed and/or requested by Telecommunications for customer support.
- Telephone technical support provided on an immediate basis, as customer calls in-not via callback.
- Provide equipment on a trial basis for customer assessment, at no additional charge.
- Provide pricing, new product information and product consultation.
- Act as liaison between County and manufacturer.

The scope of work will provide an overview of the requirements for headsets and ancillary equipment indicated in Parts 3-6 below.

- Technical support
- Pricing, product information and consultation, manufacturer's liaison
- Trial Equipment
- Billing and invoicing

Responses to the RFP should be arranged in the following format: next to each response:

- Next to each response and/or answer, list the section/part number in this RFP document being addressed. Indicate item numbers (such as PART 2 – Item B, sub-item 2., etc.) Where appropriate, cite whether your firm is responsive to the requirements of the proposals, and when required, provide information and/or certification regarding your conformation to the stated requirements. All proposals shall be reviewed based on the criteria included in PART 7 of Section II.

PART 2 - MANDATORY REQUIREMENTS

Each item in this section describes a mandatory requirement or condition that must be satisfied. Failure to do so will be reason for disqualification of the Vendor.

- A. State the purchase prices for one each and every item on Attachment A. Vendors will be disqualified for failing to state a price for any item unless otherwise noted. State any quantity discounts that may be available. If any item has been discontinued and not replaced by the Manufacturer, bidder may substitute the current comparable replacement model from the same manufacturer. No other substitutions shall be allowed. Any items offered as substitutes will not be counted in the evaluation. Vendors must include a complete description of any replacement models, including model numbers, configurations, etc.
- B. The prices submitted shall be the maximum allowed during the contract period except as follows:
 1. All price reductions at the MANUFACTURER'S or DISTRIBUTORS level shall be reflected in a reduction of the contract prices charged to King County retroactive to the effective date of the price change.
 2. In the event of a price increase at the MANUFACTURER'S Level for any part or component of any item bid during the contract period, the Vendor may request a price change, in writing, not to exceed the exact amount of the manufacturer's price increase. The request shall include adequate documentation

to justify the price change request, such as a copy of the manufacturer's price change notice, or copies of the Vendor's invoices showing the price increase. The Vendor shall give the County at least fifteen (15) calendar days written notice prior to the effective date of the price increase. The County may cancel the contract if the price increase request is not approved.

3. Failure to notify, and provide supporting documentation to the County for justification of a price change request shall not interfere with sale and delivery of any item on the contract.
 4. Every (6) months, the Vendor will provide the County with an updated price list based on current market conditions.
- C. The successful Vendor must provide technical support at no additional charge for headsets and related equipment and accessories **whether or not the equipment was originally purchased from Vendor.** Such technical support will include on-site visits as necessary in addition to remote support via telephone. Support will include, but not be limited to: diagnosis of problems for repair, training, communication with individual customers and agencies to provide consultation and business needs analyses and on-site visits for training and technical support as needed and/or as requested by Telecommunications for customer support. Telephone technical support must be provided on an immediate basis, as customer calls in-not via callback.
- D. The successful Vendor shall provide equipment on a trial basis as requested, at no additional charge, for customer assessment.
- E. The successful Vendor shall be responsible for providing pricing, new product information, product consultation and manufacturers' liaisons.
- F. King County reserves the right to purchase items for a period of twelve (12) months from the date of award of this bid. King County reserves the right, at its sole option, to extend this bid for not more than two (2) consecutive twelve (12) month periods. The quantities purchased will vary with the requirements of County agencies. King County shall not be obligated to purchase any of the items contained in this RFP. In addition, King County reserves the right to obtain other items not bid, but which may be introduced or available from the same manufacturer(s) during the term of this contract, providing pricing for such items is determined by the County to be at, or below, market price.
- G. The successful Vendor must have an established business location no more than 50 miles from downtown Seattle.
- H. The successful Vendor must provide delivery of equipment on a same-day basis if required in an emergency as identified by telecommunications personnel.
- I. Delivery must be made within 5 business days from date of verbal, faxed, or electronically mailed order. Units bid that are not yet in production are exempt from this requirement until such time as the manufacturer announces product availability for these units.
- J. All prices quoted under the terms of this Request for Proposal shall be F.O.B. destination.
- K. All equipment shall be new, unused and packaged in its original carton or wrappings as provided by the manufacturer.
- L. Warranty:
1. King County will avail itself of the manufacturer's standard warranty.
 2. Warranty Condition: The Vendor shall provide a clear and concise statement of the terms and conditions of warranty, including the period and extent of coverage for all defects in material, workmanship and design.
 3. Claims: The Vendor shall provide a statement of his position concerning the "on-the-spot" settlement of warranty claims or disputes, and on the authorization of local representatives to act on the equipment manufacturer's behalf.

Vendor must agree to all terms as stated in Part 2, A-L above.

PART 3 – Technical Support

As stated above, technical support will be provided at no additional charge for headsets and related equipment whether or not the equipment was purchased from this Vendor. Support includes, but is not limited to: diagnosis of problems for repair, training, communication with individual customers and agencies to provide consultation and business needs analyses and on-site visits for training and technical support as needed and/or requested by Telecommunications for customer support. Should it be determined that a replacement is needed, Vendor will determine if equipment is under warranty, and if so, will provide replacement, working with manufacturer as necessary. If not under warranty, Vendor will determine if same model is still available, and if not, will assist customer in choosing a replacement model, which customer can then order from Telecommunications. Detail steps taken to determine if replacement is needed.

Vendor will provide consultations, business needs analyses and on-site visits or training and technical support as needed and/or requested by Telecommunications for customer support. Provide an example of your approach to business needs analysis.

Telephone technical support will be provided on an immediate basis, as customer calls in, not via callback. Should a callback be necessary, Vendor should provide estimated time of callback.

Detail your technical support procedures.

Detail your experience working with, and integrating headsets with, the following platforms:

- Centrex
- Nortel
- NEC

How many years have you been in business and what has been your sales volume of headsets and ancillary equipment in the last three years?

How many technical support staff do you have familiar with Centrex, Nortel and NEC platforms/headset integration? What is their level of experience and training?

Provide three references—at least one with volumes and platforms similar to those of King County.

PART 4 – Pricing, New product Information and Consultation

Vendor will inform County of any pricing changes, as required by Part 2 under Mandatory Requirements.

All price reductions at the manufacturer's or distributor's level shall be reflected in a reduction of the contract prices charged to King County retroactive to the effective date of the price change.

In the event of a price increase at the manufacturer's or distributor's level for any part or component of any item bid during the contract period, the Vendor may request a price change, in writing, not to exceed the exact amount of the manufacturer's price increase. The request shall include adequate documentation to justify the price change request, such as a copy of the manufacturer's price change notice, or copies of the Vendor's invoices showing the price increase. The Vendor shall give the County at least fifteen (15) days notice prior to the effective date of the price increase.

Every six (6) months, the Vendor will provide the County with an updated price list based on current market conditions. Provide a sample of an updated price list.

Vendor will provide pricing, new product information, product consultation and act as a liaison between the County and the manufacturer.

PART 5 – Trial Equipment

Vendor shall provide trial equipment at no additional charge, as requested by Telecommunications staff.

Do you have a standard policy regarding trial equipment? Is so explain.

PART 6 - Billing and Invoicing

It should be noted that the County requires complex billing codes and specific information on submitted invoices. All invoices will include the County purchase order number, which includes the billing code for the specific agency ordering the equipment. In cases where information is incomplete, the County reserves the right to reject a bill and request a new complete copy. Due to the scale of the County's financial systems, Vendors can expect payment within 60-90 days of receipt by the County. Services to the county shall not be interrupted due to outstanding billing issues.

Provide a sample invoice.

PART 7 – Evaluation Criteria for Headset and Ancillary Equipment RFP

Responsive proposals will be evaluated according to the following criteria, with the option of an interview/demo taking place.

Technical Support	55 points
-No additional Charge	
-Provided whether or not equipment purchased from this vendor	
-Replacement assistance with equipment both in and out of warranty	
-Consultations and business analyses	
-Training	
-On-site visits	
-Immediate technical support	
Pricing, New Product Information and Consultation	25 points
Trial Equipment	15 points
Billing & Invoicing	5 points
<u>Total Points</u>	<u>100 points</u>
Optional Interview/Demo	20 points
 Grand Total	 120 points

If an award is not made based on the written proposals and evaluation alone, King County may elect to conduct interviews and/or demos with the top-ranked proposers. If interviews are held, they shall have a value of 20 points. Final award would then be based on the total sum of the written evaluations and interview/demo points.

PART 8 – Attachment A

Equipment Listing – Pricing Sheet

Attachment A

Item #	Description	Part #	Eval. Weight	Unit \$
	GN Netcom			
1	FLEX HS SURE FIT	GN-405SF	37	
2	PROFILE 4 ULTRA NC SFT	GN-05-UNCSF	9	
3	FLEX UNDER CHIN HS	GN-805	3	
4	BASE & FLEX BOOM HSET	GN-9120	10	
5	ADVANTAGE PLUS MON NC	GN-ADPI	3	
6	ADVANTAGE PLUS BI NC	GN-ADPII	1	
7	ELLIPSE 2.4	GN-ELP	2	
8	OM HEADSETW/GN QD	GN-0GI	22	
9	OB HEADSET W/GNQD	GN-0GII	4	
10	STRATUS HEADSET GN QD	GN-STI	58	
11	HSET STAND WITH OLI	GN-01-0229	8	
12	2120 MONAURAL HEADSET	GN-2120	5	
13	NC MON W/MERIDIAN CORD	GN-2120-NCD-01	1	
14	2125 NC BINAURAL HS	GN-2125	2	
15	OMEGA MONAURAL	GN-2220	2	
16	OMEGA BINAURAL	GN-2225	1	
17	ELLIPSE POWER SUPPLY	GN-010112	1	
18	8000 COIL CORD GN W/QD	GN-010203	2	
19	EAR CUSH ADP/F100/F200	GN-0400-02	2	
20	2100 SERIES MIC SCREEN	GN-0436869-10	1	
21	MIC SCREEN ADP/UN 2 EA	GN-000-02	2	
22	REMOTE HANDSET LIFETER	GN-1000RHL	3	
23	PROFILE MIC SCREEN	GN-143614-10	1	
24	SOUND TUBE BINAURAL	GN-2115	1	
25	SATELLITE BATTERY	GN-27350101	4	
26	AMPLIFIER WITH GN QD	GN-8000	101	
27	Y CORD DUAL	GN-8131212	1	
28	PWR SPLY MPAIR4/MP10A	GN-837003	2	
29	MPA CORD PHONE TO BASE	GN-876400	1	
30	ACS/GN CONVERSION CORD	GN-880003	11	
31	HOOKSWITCH CONTROL	GN-HC	1	
32	CONTOUR LX GN QD	GN-LXG	1	
	PLANTRONICS			
1	PLX DUO HEADSET	PL-H141N	11	
2	ENCORE NON NC HS	PL-H101	1	
3	ENCORE BINAURAL NC HS	PL-H101N	2	
4	900 MHZ DGTL WIRELESS	PL-CS50	15	
5	DUOPRO ON EAR STYLE	PH-H151N	2	
6	DUOPRO CONVERTIBLE NC	PL-H171N	4	
7	BEHIND THE HEAD DUOPRO	PL-H181N	1	
8	SUPRO PLUS MON VT	PL-H251	2	
9	SUPRA PLUS MON NC	PL-H251N	4	
10	MIRAGE NC HS	PL-H41N	2	
11	SUPRA MONO NON NC HS	PL-H51	1	
12	SUPRA MONAURAL NC HS	PL-H51N	1	
13	SUPRA BINAURAL NC HS	PL-H61N	6	

Item #	Description	Part #	Eval. Weight	Unit \$
14	TRISTAR NON NC HS	PL-H81	2	
15	TRISTAR NC HS	PL-H81N	1	
16	ENCORE MON HC HS	PL-H91N	7	
17	ENCORE BIN POLARIS	PL-P101U10P	1	
18	SUPRA NNC NO AMP REQD	PL-P51U10P	4	
19	POLARIS ENCORE MON NC	PL-91NU10P	5	
20	AMP W/FIREFLY HEADSET	PL-S12	2	
21	MODULAR AMP	PL-M12	24	
22	2.5MM HS WITH VOL MUTE	PL-M135	9	
23	PLX DUOSET W/VOL & MUT	PL-M175	2	
24	MOBILE W/ FLEXIBLE LOOP	PL-M220	1	
25	HS-SWITCHER MMEDIA AMP	PL-MX10	1	
26	HADSET LIFTER CA10	PL-HL10	4	
	ACS			
1	ORATOR BINAURAL HS	A-OB	3	
2	ORATOR MONAURAL	A-OM	11	
3	ACS STRATUS ULTRA	A-SU	3	
4	AMPLIFIER WITH ACS QD	A-8010	3	
5	RECORDING JACK	A-9000RJ-01	1	
6	ORATOR FOAM EAR CUSH 2	AC-0140-02	5	
7	ORATOR FOAM EAR CUSH10	AC-0140-10	2	
8	ORATOR FOAM EAR CUSH25	AC-0140-25	1	
9	ANGLE MIC SCREEN-2	AC-0585-02	4	
10	ANGLE MIC SCREEN-10	AC-0585-10	2	
11	TAPERED MIC SCREEN-100	AC-0585-100	1	
12	ANGLED MIC SCREEN-25	AC-0585-25	2	
13	STRATUS EAR CHUSHION 10	AC-0680-10	2	
14	STRATUS EAR CUSH LARGE-10	AC-0790-10	2	
15	SU EAR CUSH LARGE	AC-0790-25	4	
16	TRAINING DUAL ADAPTER	AC-0810	1	
17	TRAIN ADAPT RECV ONLY	AC-0815	2	
18	MODULAR TRNG ADAPTER	AC-0845	2	
19	MOD/QD CORD FOR AP	AC-1410	4	
	MISCELLANEOUS			
1	OPTIMA EAR CHUS 10EA	UN-ECOPT-10 or comparable	1	
2	FLASHING RED QUIET LITE	ZZ-FRL or comparable	7	
3	SANICOM TOWELETTE 100	ZZ-SANICOM or comparable	2	
4	SANICOM TOWLETTES 1000	ZZ-SANICOM 100 or comparable	1	

SECTION III - NONDISCRIMINATION AND AFFIRMATIVE ACTION

If a contract is awarded from this Request for Proposal, it will contain the following contract language:

PART 1: NON-DISCRIMINATION

- A. King County Code Chapters 12.16, 12.17 and 12.18 are incorporated by reference as if fully set forth herein and such requirements apply to this Contract; provided however, that no specific levels of utilization of minorities and women in the workforce of the Contractor shall be required, and the Contractor is not required to grant any preferential treatment on the basis of race, sex, color, ethnicity or national origin in its employment practices; and provided further that, notwithstanding the foregoing, any affirmative action requirements set forth in any federal regulations, statutes or rules included or referenced in the contract documents shall continue to apply.
- B. During the performance of this Contract, neither the Contractor nor any party subcontracting under the authority of this Contract shall discriminate nor tolerate harassment on the basis of race, color, sex, religion, nationality, creed, marital status, sexual orientation, age, or the presence of any sensory, mental, or physical disability in the employment or application for employment or in the administration or delivery of services or any other benefits under this Contract.
- C. The Contractor shall, prior to the commencement of the work and during the term of this Contract, furnish the County, upon request and on such forms as may be provided by the County, a report of the affirmative action taken by the Contractor in implementing the terms of this section. The Contractor will permit access by the County to the Contractor's records of employment, employment advertisements, application forms, other pertinent data and records related to this Contract for the purpose of monitoring and investigation to determine compliance with these requirements.
- D. The Contractor shall implement and carry out the obligations contained in its Affidavit and Certificate of Compliance regarding equal employment opportunity. Failure to implement and carry out such obligations in good faith may be considered by the County as a material breach of this Contract and grounds for withholding payment and/or termination of the Contract and dismissal of the Contractor.
- E. The Contractor shall comply fully with all applicable federal, state and local laws, ordinances, executive orders and regulations that prohibit such discrimination. These laws include, but are not limited to, RCW Chapter 49.60 and Titles VI and VII of the Civil Rights Act of 1964.
- F. During the performance of this Contract, neither the Contractor nor any party subcontracting under the authority of this Contract shall engage in unfair employment practices. It is an unfair employment practice for any:
 - 1. Employer or labor organization to discriminate against any person with respect to referral, hiring, tenure, promotion, terms, conditions, wages or other privileges of employment;
 - 2. Employment agency or labor organization to discriminate against any person with respect to membership rights and privileges, admission to or participation in any guidance program, apprenticeship training program, or other occupational training program;
 - 3. Employer, employment agency, or labor organization to print, circulate, or cause to be printed, published or circulated, any statement, advertisement, or publication relating to employment or membership, or to use any form of application therefor, which indicates any discrimination unless based upon a bona fide occupation qualification;
 - 4. Employment agency to discriminate against any person with respect to any reference for employment or assignment to a particular job classification;
 - 5. Employer, employment agency or a labor organization to retaliate against any person because that person has opposed any practice forbidden by KCC Chapter 12.18 or because that person has made a charge, testified or assisted in any manner in any investigation, proceeding or hearing initiated under the provisions of KCC Chapter 12.18;
 - 6. Publisher, firm, corporation, organization or association printing, publishing or circulating any newspaper, magazine or other written publication to print or cause to be printed or circulated any

advertisement with knowledge that the same is in violation of KCC Chapter 12.18.030C., or to segregate and separately designate advertisements as applying only to men and women unless such discrimination is reasonably necessary to the normal operation of the particular business, enterprise or employment, unless based upon a bona fide occupational qualification; and/or

7. Employer to prohibit any person from speaking in a language other than English in the workplace unless:
 - a. The employer can show that requiring that employees speak English at certain times is justified by business necessity, and
 - b. The employer informs employees of the requirement and the consequences of violating the rule.

PART 2: REQUIRED SUBMITTALS

- A. All Contractors entering into a contract or agreement with King County valued at \$25,000 or more shall, after the proposer receives written notice of selection, submit the following:
 1. A Personnel Inventory Report on the form provided by the County.
 2. An Affidavit of Compliance demonstrating the Contractor's commitment to comply with the provisions of KCC Chapter 12.16.
 3. A Sworn Statement of Compliance with 12.16 from any labor union or employee referral agency that refers workers or employees or provides or supervises training programs from whom the Contractor obtains employees.
- B. The County will not execute any agreement or contract without prior receipt of fully executed forms listed in subparagraph A above.
- C. Assistance with the requirements of this Section and copies of Chapters 12.16, 12.17 and 12.18 are available from the Business Development & Contract Compliance (BDCC) Section, phone (206) 205-0700.

PART 3: NONDISCRIMINATION IN SUBCONTRACTING PRACTICES

- A. Compliance with Initiative 200. In accordance with the provisions of Washington Initiative 200, no County Minority and Women Business (M/WBE) utilization requirements shall apply to this Contract. No minimum level of M/WBE sub-contractor participation or purchase from M/WBE certified vendors is required and no preference will be given by the County to a bidder or Proposer for their M/WBE utilization or M/WBE status. Provided, however, that any affirmative action requirements set forth in any federal regulations or statutes included or referenced in the Contract documents will continue to apply.
- B. Non-Discrimination. During the term of this Contract, the Contractor shall not create barriers to open and fair opportunities to participate in County contracts or to obtain or compete for contracts and subcontracts as sources of supplies, equipment, construction and services. In considering offers from and doing business with sub-contractors and suppliers, the Contractor shall not discriminate against any person on the basis of race, color, creed, religion, sex, age, nationality, marital status, sexual orientation or the presence of any mental or physical disability in an otherwise qualified disabled person.

During the performance of work performed under any Agreement resulting from this RFP, neither the Contractor nor any party subcontracting under the authority of the agreement shall discriminate or engage in unfair contracting practices prohibited by K.C.C. 12.17.

- C. Record-Keeping Requirements. The Contractor shall maintain, for at least 6 years after completion of all work under this contract, records and information necessary to document its level of utilization of M/WBEs and other businesses as sub-contractors and suppliers in this contract and in its overall public and private business activities for the same period. The Contractor shall also maintain, for at least 6 years after completion of all work under this contract, all written quotes, bids, estimates or proposals submitted to the

Contractor by all businesses seeking to participate on this Contract. Contractor shall make such documents available to the County for inspection and copying upon request. If this contract involves federal funds, Contractor shall comply with all record keeping requirements set forth in any federal rules, regulations or statutes included or referenced in the contract documents.

D. Open Competitive Opportunities. King County encourages the utilization of minority owned businesses ("MBEs") and women-owned businesses ("WBEs")(collectively, "M/WBEs") in County contracts. The County encourages the following practices to promote open competitive opportunities for small businesses including M/WBEs:

1. Attending a pre-bid or pre-solicitation conference, if scheduled by the County, to provide project information and to inform M/WBEs and other firms of contracting and subcontracting opportunities.
2. Placing all qualified small businesses attempting to do business in King County, including M/WBEs, on solicitation lists, and providing written notice of subcontracting opportunities to M/WBEs and all other small businesses capable of performing the work, including without limitation all businesses on any list provided by the County, in sufficient time to allow such businesses to respond to the written solicitations.
3. Breaking down total requirements into smaller tasks or quantities, where economically feasible, in order to permit maximum participation by small businesses including M/WBEs.
4. Establishing delivery schedules, where the requirements of this contract permit, that encourage participation by small businesses, including M/WBEs.
5. Providing small businesses including M/WBEs that express interest with adequate and timely information about plans, specifications, and requirements of the contract.
6. Utilizing the services of available community organizations, Contractor groups, local assistance offices, the County, and other organizations that provide assistance in the recruitment and placement of small businesses including M/WBEs.

Further, the County encourages small businesses, including M/WBEs, to participate in the following practices to promote open competitive opportunities:

1. Attending a pre-bid or pre-solicitation conference, if scheduled by the County, to receive project information and to inform prime bidders/proposers of contracting and subcontracting capabilities.
2. Requesting placement on solicitation lists, and receipt of written notice of subcontracting opportunities.
3. Utilizing the services of available community organizations, Contractor groups, local assistance offices, the County, and other organizations that provide assistance in the recruitment and placement of small businesses and M/WBEs.

E. Sanctions for Violations. Any violation of the mandatory requirements of the provisions of this Section shall be a material breach of contract for which the Contractor may be subject to damages and sanctions provided for by contract and by applicable law.

PART 4: REQUIREMENTS DURING WORK

A. Site Visits

King County may at any time visit the site of the work and the Contractor's office to review records related to actual utilization of and payments to subcontracting firms. The Contractor shall maintain sufficient records necessary to enable King County to review utilization of subcontracting firms. The Contractor shall provide every assistance requested by King County during such visits.

PART 5: COMPLIANCE WITH SECTION 504 OF THE REHABILITATION ACT OF 1973, AS AMENDED AND THE AMERICANS WITH DISABILITIES ACT OF 1990

The Contractor shall complete a Disability Self-Evaluation Questionnaire for all programs and services offered by the Contractor (including any services not subject to this Contract) and shall evaluate its services, programs and employment practices for compliance with Section 504 of the Rehabilitation Act of 1973, as amended ("504"), and the Americans with Disabilities Act of 1990 ("ADA"). The Contractor shall complete a 504/ADA Disability Assurance of Compliance prior to execution of a contract.

SECTION IV - GENERAL CONTRACT REQUIREMENTS

PART 1: TERMINATION CLAUSES

- A. This Contract may be terminated by the County without cause, in whole or in part, upon providing the Contractor ten (10) calendar days' advance written notice of the termination.

If the Contract is terminated pursuant to this Section IV, paragraph A: (1) the County will be liable only for payment in accordance with the terms of this Contract for services rendered prior to the effective date of termination; and (2) the Contractor shall be released from any obligation to provide further services pursuant to the Contract.

- B. The County may terminate this Contract, in whole or in part, upon five (5) calendar days' advance written notice in the event: (1) the Contractor materially breaches any duty, obligation, or services required pursuant to this Contract, or (2) the duties, obligations, or services required herein become impossible, illegal, or not feasible.

If the Contract is terminated by the County pursuant to this Subsection IV(B) (1), the Contractor shall be liable for damages, including any additional costs of procurement of similar services from another source.

If the termination results from acts or omissions of the Contractor, including but not limited to misappropriation, nonperformance of required services or fiscal mismanagement, the Contractor shall return to the County immediately any funds, misappropriated or unexpended, which have been paid to the Contractor by the County.

- C. If expected or actual funding is withdrawn, reduced or limited in any way prior to the termination date set forth above in Section II or in any amendment hereto, the County may, upon written notice to the Contractor, immediately terminate this Contract in whole or in part.

If the Contract is terminated pursuant to this Section IV, paragraph C: (1) the County will be liable only for payment in accordance with the terms of this Contract for services rendered prior to the effective date of termination; and (2) the Contractor shall be released from any obligation to provide further services pursuant to the Contract.

Funding under this Contract beyond the current appropriation year is conditional upon appropriation by the County Council of sufficient funds to support the activities described in this Contract. Should such an appropriation not be approved, this contract will terminate at the close of the current appropriation year.

- D. Nothing herein shall limit, waive, or extinguish any right or remedy provided by this Contract or law that either party may have in the event that the obligations, terms and conditions set forth in this Contract are breached by the other party.

PART 2: INDEMNIFICATION AND HOLD HARMLESS

- A. In providing services under this Contract, the Contractor is an *independent contractor*, and neither the Contractor nor its officers, agents or employees are an employee of the County for any purpose. The Contractor shall be responsible for all federal and/or state tax, industrial insurance, and Social Security liability that may result from the performance of and compensation for these services and shall make no claim of career service or civil service rights which may accrue to a County employee under state or local law.

The County assumes no responsibility for the payment of any compensation, wages, benefits or taxes to, or on behalf of, the Contractor, its employees or others by reason of this Contract. The Contractor shall protect, indemnify and save harmless the County, its officers, agents and employees from and against any and all claims, costs and/or losses whatsoever occurring or resulting from 1) the Contractor's failure to pay any such compensation, wages, benefits or taxes; and 2) the supplying to the Contractor of work, services, materials and/or supplies by Contractor employees or other suppliers in connection with the performance of this Contract.

- B. The Contractor further agrees that it is financially responsible for and shall repay the County all indicated amounts following an audit exception which occurs due to the negligence, intentional acts or failure for any reason to comply with the terms of this Contract by the Contractor, its officers, employees, agents and/or representatives. This duty to repay the County shall not be diminished or extinguished by the prior termination of the Contract pursuant to the Duration of Contract, or the Termination section.
- C. The Contractor shall protect, defend, indemnify, and save harmless the County, [and the State of Washington (when any funds for this Contract are provided by the State of Washington)] their officers, employees, and agents from any and all costs, claims, judgments, and/or awards of damages, arising out of or in any way resulting from the negligent acts or omissions of the Contractor, its officers, employees, and/or agents. The Contractor agrees that its obligations under this subparagraph extend to any claim, demand and/or cause of action brought by or on behalf of any of its employees or agents. For this purpose, the Contractor by mutual negotiation, hereby waives, as respects the County only, any immunity that would otherwise be available against such claims under the Industrial Insurance provisions of Title 51 RCW. In the event that County incurs attorney fees and/or costs in the defense of claims, for damages within the scope of this section, such fees and costs shall be recoverable from the Contractor. In addition King County shall be entitled to recover from the Contractor fees, and costs incurred to enforce the provisions of this section.

Claims shall include, but not be limited to, assertions that the use or transfer of any software, book, document, report, film, tape, or sound reproduction or material of any kind, delivered hereunder, constitutes an infringement of any copyright, patent, trademark, trade name, or otherwise results in unfair trade practice.

Nothing contained within this provision shall affect and/or alter the application of any other provision contained within this agreement.

PART 3: INSURANCE

The selected Contractor shall furnish Commercial General Liability, to include Products and Completed Operations, in the amount of \$1,000,000 combined single limit; \$2,000,000 aggregate. In addition, evidence of Workers' Compensation and Stop-Gap Employer's Liability for a limit of \$1,000,000 shall be provided. Further, the selected Contractor shall furnish Automobile Liability with a limit of \$1,000,000, and Professional Liability: Errors and Omissions in the amount of \$3,000,000 per claim/Aggregate.

Such policy/policies shall endorse King County, and its appointed and elected officials, officers, agents and employees as additional insureds.

King County reserves the right to approve deductible/self-insured retention levels and the acceptability of insurers.

PART 4: CORRECTIVE ACTION

If the County determines that a breach of contract has occurred, that is the Contractor has failed to comply with any terms or conditions of this Contract or the Contractor has failed to provide in any manner the work or services agreed to herein, and if the County deems said breach to warrant corrective action, the following sequential procedure will apply:

- A. The County will notify the Contractor in writing of the nature of the breach;
- B. The Contractor shall respond in writing within three (3) working days of its receipt of such notification, which response shall indicate the steps being taken to correct the specified deficiencies. The corrective action plan shall specify the proposed completion date for bringing the Contract into compliance, which date shall not be more than ten (10) days from the date of the Contractor's response; unless the County, at its sole discretion, specifies in writing an extension in the number of days to complete the corrective actions;
- C. The County will notify the Contractor in writing of the County's determination as to the sufficiency of the Contractor's corrective action plan. The determination of sufficiency of the Contractor's corrective plan shall be at the sole discretion of the County;
- D. In the event that the Contractor does not respond within the appropriate time with a corrective action plan, or the Contractor's corrective action plan is determined by the County to be insufficient, the County may commence termination of this Contract in whole or in part pursuant to Section IV.B;
- E. In addition, the County may withhold any payment owed the Contractor or prohibit the Contractor from incurring additional obligations of funds until the County is satisfied that corrective action has been taken or completed; and
- F. Nothing herein shall be deemed to affect or waive any rights the parties may have pursuant to Section IV, Termination Clauses, Subsections A, B, C, and D.

PART 5: ASSIGNMENT/SUBCONTRACTING

- A. The Contractor shall not assign or subcontract any portion of this Contract or transfer or assign any claim arising pursuant to this Contract without the written consent of the County. Said consent must be sought in writing by the Contractor not less than fifteen (15) calendar days prior to the date of any proposed assignment.

- B. "Subcontract" shall mean any agreement between the Contractor and a Subcontractor or between Subcontractors that is based on this Contract, provided that the term "subcontract" does not include the purchase of (i) support services not related to the subject matter of this contract, or (ii) supplies.

SECTION V - ADDITIONAL INFORMATION & REQUIREMENTS

A. Non-Discrimination in Benefits to employees with Domestic Partners

King County's Equal Benefits (EB) Ordinance 14823 states that to be eligible for award of contracts at a cost of \$25,000.00 or more, firms must not discriminate in the provisions of employee benefits between employees with spouses, and employees with domestic partners. The successful Contractor, bidder or proposer shall be required to complete a Worksheet and Declaration form. Compliance with Ordinance 14823 is a mandatory condition for execution of a contract. The EB Compliance forms, and Ordinance 14823 are available online at: <http://www.metrokc.gov/finance/procurement/forms.asp>

B. Disclosure – Conflict of Interest

King County Code Chapter 3.04 is incorporated by reference as if fully set forth herein and the Contractor agrees to abide by all the conditions of said Chapter. Failure by the Contractor to comply with any requirements of this Chapter shall be a material breach of contract.

1. The Contractor covenants that no officer, employee, or agent of the County who exercises any functions or responsibilities in connection with the planning and implementation of the scope of services funded herein, or any other person who presently exercises any functions or responsibilities in connection with the planning and implementation of the scope of services funded herein shall have any personal financial interest, direct or indirect, in this Contract. The Contractor shall take appropriate steps to assure compliance with this provision.
2. If the Contractor violates the provisions of Section V (1) or does not disclose other interest required to be disclosed pursuant to King County Code Section 3.04.120, as amended, the County will not be liable for payment of services rendered pursuant to this Contract. Violation of this Section shall constitute a substantial breach of this Contract and grounds for termination pursuant to Section IV (B) above as well as any other right or remedy provided in this Contract or law.
3. The King County Board of Ethics maintains a website that provides information regarding King County ethics requirements. To review specific areas of the Code of Ethics that relate to contractors and vendors, follow this path: <http://www.metrokc.gov/ethics/>, and access 1) The Code of Ethics, "Employee Code of Ethics 3.04", and 2) Advice and Guidance "Doing Business with Contractors, Vendors, Clients and Customers". Under "Employee Code of Ethics 3.04", there are two areas of the code that speak specifically to contractors: 3.04.060 B1 (attempting to secure preferential treatment) and 3.04.120 (disclosure of interests by consultants requirement). There are other sections under conflict of interest, 3.04.030 that are directed to employees and govern their relationships with contractors.

C. Recycled/Recyclable Products

It is the policy of King County to use recycled materials to the maximum extent practicable (King County Code Chapter 10.16). Contractors able to supply products containing recycled materials that meet performance requirements are encouraged to offer them in bids and proposals and to use them wherever possible in fulfillment of contracts.

The Contractor shall use recycled paper for the production of all printed and photocopied documents related to the fulfillment of this Contract and shall ensure that, whenever possible, the cover page of each document printed on recycled paper bears an imprint identifying it as recycled paper. If the cost of recycled

paper is more than fifteen percent higher than the cost of non-recycled paper, the Contractor may notify the Contract Administrator, who may waive the recycled paper requirement. The Contractor shall use both sides of paper sheets for copying and printing and shall use recycled/recyclable products wherever practical in the fulfillment of this Contract.

D. Proprietary Rights

The parties to this Contract hereby mutually agree that if any patentable or copyrightable material or article should result from the work described herein, all rights accruing from such material or article shall be the sole property of the County. The foregoing shall not apply to existing training materials, consulting aids, check lists and other materials and documents of the Contractor which are modified for use in the performance of this Contract.

E. Supported Employment Program

King County encourages the creation of supported employment programs for developmentally and/or severely disabled individuals. The County itself has such a program and is actively seeking to do business with those contractors and consultants that share this employment approach. If your firm has such a program, or intends to develop such a program during the life of this contract, please submit documentation supporting this claim with your bid/proposal/qualifications. If you have questions, or need additional information, please contact Ray Jensen, Community & Human Services, Developmental Disabilities Division, (206) 296-5268 or the County's Business Development and Contract Compliance Section at (206) 205-0700.

SECTION VI - MAINTENANCE OF RECORDS/AUDITS

- A. The Contractor shall maintain, and shall require any sub-contractor to maintain, accounts and records, including personnel, property, financial and programmatic records and other such records as may be deemed necessary by the County to ensure proper accounting for all project funds and compliance with this Contract. All such records shall sufficiently and properly reflect all direct and indirect costs of any nature expended and services provided in the performance of this Contract. The Contractor shall make such documents available to the County for inspection, copying, and auditing upon request.
- B. All records referenced in subsection (A) shall be maintained for a period of six (6) years after completion of work or termination hereof unless permission to destroy them is granted by the Office of the Archivist in accordance with RCW Chapter 40.14, or unless a longer retention period is required by law.
- C. The Contractor shall provide access to its facilities, including those of any sub-contractor, to the County, the state and/or federal agencies or officials at all reasonable times in order to monitor and evaluate the services provided under this Contract. The County will give advance notice to the Contractor in the case of fiscal audits to be conducted by the County.
- D. The Contractor agrees to cooperate with the County or its designee in the evaluation of services provided under this Contract and to make available all information reasonably required by any such evaluation process. The results and records of said evaluation shall be maintained and disclosed in accordance with RCW Chapter 42.17.
- E. If the Contractor received a total of \$500,000.00 or more in federal financial assistance during its fiscal year from the County, and is a non-profit organization or institution of higher learning or a hospital affiliated with an institution of higher learning, and is, under this Contract, carrying out or administering a program or portion of a program, it shall have an independent audit conducted of its financial statement and condition, which shall comply with the requirements of GAAS (generally accepted auditing standards), GAO's Standards for Audits of Governmental Organizations, Programs, Activities, and Functions and OMB Circulars A-133 and A-128, as amended and as applicable. Contractors receiving federal funds from more than one County Department or Division shall be responsible for determining if the combined financial assistance is equal or greater than \$500,000.00. The Contractor shall provide one copy of the audit report to each

County division providing federal financial assistance to the Contractor no later than six (6) months subsequent to the end of the Contractor's fiscal year.

SECTION VII – REQUIRED FORMS


The following completed forms will be required from the selected contractor, prior to contract award:

- A. King County Personnel Inventory Report
- B. Affidavit and Certificate of Compliance with King County Code 12.16
- C. Statement of Compliance - Union or Employee Referral Agency Statement (if applicable)
- D. King County Code 3.04.120 and Consultant Disclosure Form (if applicable)
- E. 504/ADA Disability Assurance of Compliance and Corrective Action Plan
- F. Equal Benefits Compliance Declaration Form

Copies of these forms are available by contacting the King County Procurement and Contract Services Division. They are available in paper form, or may be obtained via e-mail. Please contact Cathy Betts at 206-263-4267 or Roy L. Dodman at 206-263-4266, or by sending an e-mailed request to cathy.betts@metrokc.gov or roy.dodman@metrokc.gov.

SECTION VIII – BID PROPOSAL CHECKLIST

- A. One (1) signed copy of entire RFP package.
- B. One (1) signed copy of any Addendum that was issued. (If it has signature box at bottom of first page, it must be returned.)
- C. One (1) unbound copy of proposal response marked "Original."
- D. Four (4) copies of proposal response.
- E. Complete the Bid Identification Label below (or reasonable facsimile) and attach it to a prominent place on the exterior of the submission envelope, box, etc.

URGENT – SEALED BID ENCLOSED	
Do Not Delay – Deliver Immediately	
U R G E N T	 King County King County Procurement & Contract Services Section Exchange Building, 8 th Floor 821 2nd Ave, EXC-FI-0862 Seattle, WA 98104-1598
	Bid No. RFP 168-04CMB
	Bid Title Telephone Headset Equipment/Services
	Due Date
	Vendor